

# Performance Work Statement (PWS) For eFINANCE, LeaveWeb, and FMSuite

**Preparing Organization:  
SAF/FMP (AFFSO)  
Wright-Patterson AFB, OH 45433**

**PERFORMANCE WORK STATEMENT (PWS)**  
**For the**  
**Maintenance, Sustainment and Enhancement**  
**EFINANCE, LEAVEWEB AND FMSUITE**

**1 SECTION I – DESCRIPTION OF SERVICES**

**1.1 Introduction**

**1.2 Scope**

This Performance Work Statement (PWS) defines the requirements for non-personal technical support services for the SAF/FMP (AFFSO) Wright-Patterson Air Force Base (WPAFB), OH. The Contractor shall function as a single focal point to the Government for the maintenance, sustainment, and enhancement activities for EFINANCE, LEAVEWEB and FMSUITE. In addition, the Contractor shall be responsible for supporting any integration activities of EFINANCE, LEAVEWEB and FMSUITE modules with the future AF Enterprise Resource Planning (ERP) effort.

The Contractor shall:

- Design, code, unit test, formal test, and implement EFINANCE, LEAVEWEB and FMSUITE requirements.
- Provide software maintenance, enhancement and sustainment support for EFINANCE, LEAVEWEB and FMSUITE.
- Develop train-the-trainer training for EFINANCE, LEAVEWEB and FMSUITE.
- Maintain end user training materials for EFINANCE, LEAVEWEB and FMSUITE.
- Provide second and third tier Help Desk support for the functional and technical user community.

Operation of the computer hardware and maintenance of the operating system (OS)/utility software will be accomplished by Government employees and/or other maintenance Contractors. The Contractor shall be required to interface and/or coordinate with these individuals on a regular basis.

**1.3 Objectives**

The Contractor shall provide maintenance, sustainment, enhancement, and integration support for EFINANCE, LEAVEWEB and FMSUITE, including day-to-day system coverage, data analysis, requirements development based upon prioritization of Air Force (AF) wide block releases, tracking/reporting resources, providing updates, and other work relating to current EFINANCE, LEAVEWEB and FMSUITE modules. The objective is as follows:

- Develop modifications, enhancements, and corrections of deficiencies and change requests for the EFINANCE, LEAVEWEB and FMSUITE application ensuring that the statutory requirement Federal Managers Financial Integrity Act (FMFIA) and National Defense Authorization Act (NDAA), Chief Financial Officers (CFO) Certification,

General Accepted Accounting Principles (GAAP), technical integrity, quality, and documentation are maintained.

- Develop deliveries of standardized and specialized training for EFINANCE, LEAVEWEB and FMSUITE targeted towards functional, technical and Ad Hoc audiences; provide as part of each minor and major system release to SAF/FMP (AFFSO) training team at Gunter AFS.
- Migrate LEAVEWEB from distributed environment to a consolidated environment and update application architecture to work with multiple databases.
- Migrate all remaining components of FMSUITE applications and databases into a consolidated architecture.
- Complete EFINANCE, LEAVEWEB and FMSUITE Windows and MSSQL Migrations to include, but not limited to, code, test, and implementation.
- Provide technical support for the EFINANCE, LEAVEWEB and FMSUITE program.
- Other enhancements.

## **1.4 General Requirements**

### **1.4.1 Program Management**

The Contractor's Program and Project Planning, and Control shall include Scheduling and Work Breakdown Structures (WBSs), Technical Performance Metrics, Configuration/Data Management (CM/DM), Quality Assurance (QA), and Risk Management. The contractor shall use standard tools, Financial Management (FM) Information Technology Lifecycle Management (IT LM) provided by SAF/FMP.

#### **1.4.1.1 Integrated Management Plan (IMP)**

The Contractor shall generate and maintain an IMP associated with the technical effort that will provide the measurable, event-oriented approach to planning, managing, and controlling all technical aspects of the EFINANCE, LEAVEWEB and FMSUITE project contract. The IMP shall identify and describe key project events, significant accomplishments (tasks) required to achieve each project event, and accomplishment criteria for entering and/or exiting the tasks and activities comprising each significant accomplishment. The IMP shall include the Contractor's organization, assignment of functions, duties, and responsibilities; management procedures, policies, and reporting requirements; and methodology for accomplishing contract tasks.

The IMP shall define and describe how the Contractor's supporting processes are integrated with Secretary of the Air Force/Financial Management Operations, Air Force Financial Systems Operations (SAF/FMP AFFSO), and program office. This integration includes descriptions on how the Contractor's project plan and configuration management plan interact with release management and change control, and how the development methodology supports AFFSO strategic planning for targeting requirements to releases.

Additionally, the IMP shall define the risk management process that proactively facilitates the identification, prioritization, and management of the EFINANCE, LEAVEWEB and FMSUITE program and project risks. The Contractor shall conduct a Risk Management review as a component of each *Monthly Program Progress Report* (MPPR) (CDRL A004).

The IMP shall be the basis for development projects and plans and shall provide an informative structure on the relationship of quality assurance plans, project plans, configuration management plans, risk management plans and any other documents guiding program- or project-level processes and procedures. Additionally, the IMP shall identify the methods and procedures for program measurement and analysis. This includes the analysis and reporting of metric and measurement information meeting program objectives. It shall be updated as required to reflect changes in the program and the defined processes. (CDRL A001)

#### **1.4.1.2 Risk Management**

The Contractor shall implement and maintain a risk management program with a *Risk Management Plan* (RMP). The RMP shall describe processes and procedures for identifying, assessing, tracking/monitoring, communicating, and mitigating program and project risks. The RMP shall be included as part of the IMP. (CDRL A001)

The Contractor shall provide risk management status in the MPPR and status briefings. The Program Office (PO) shall be notified when new risks are identified and when there is a significant change in status of an existing risk. The Contractor shall define and apply the appropriate program metrics to actively implement risk mitigation. The Contractor shall employ the automated tool specified by the PMO (i.e. Active Risk Manager (ARM)) for the management of risks that will be integrated with their certified processes for risk mitigation.

#### **1.4.1.3 Performance-Based Management**

##### **1.4.1.3.1 Contract Work Breakdown Structure (CWBS)**

Using MIL-HDBK-881A as a guide, at a minimum, the Contractor shall provide the CWBS to a level appropriate to providing adequate internal management, surveillance, and performance measurement. The CWBS Dictionary shall be prepared and delivered along with the CWBS Index and shall describe the extent of work that is to be accomplished and charged to each WBS element as well as the exit criteria for each element. All work efforts, including subcontract work, shall be identified in the CWBS. The Contractor shall use the CWBS as the primary framework for contract planning, budgeting, and status reporting of the cost, schedule, and technical performance status to the Government. The Contractor shall update the CWBS during the execution of the contract to keep it current with contractually authorized requirements. Changes to the CWBS or associated dictionary definitions at any level shall require prior approval from the Government. (CDRL A015)

##### **1.4.1.3.2 Contractor Performance-Based Plan**

The Contractor shall develop a budget that reflects the resources required to complete all authorized work within the time constraints identified in the schedule. The schedule shall be constructed as a fully constrained, critical path, logic network for the timely achievement of milestones designated/approved by the PO; shall reflect a logical and executable sequence of effort; and shall be maintained via a disciplined baseline. The technical content of all work shall be derived from the approved CWBS, CWBS Dictionary, and this PWS. Cost, schedule, and work requirements shall be integrated into a performance-based plan and shall be baselined no later than the second monthly submission of the MPPR deliverable. Performance shall be objectively measured to the maximum extent practicable. Only those tasks that cannot be measured as discrete or apportioned efforts may be classified, planned, and measured as Level of Effort (LOE). Time-phased work plans shall correspond to both the baseline schedule plan and

*Program Management Baseline (PMB).* A PMB will be created for each build or release of the EFINANCE, LEAVEWEB and FMSUITE product and shall be baselined no later than the second monthly MPPR delivery. (CDRL A004)

#### **1.4.1.3.3 Integrated Master Schedule (IMS)**

The Contractor shall develop and maintain an IMS to manage the contractually authorized work for each release. The IMS will accompany the IMP. All scheduled work elements shall be integrated into the IMS, including all stakeholder groups within the EFINANCE, LEAVEWEB and FMSUITE program office, and the Contractor's development team. The Contractor shall employ an automated scheduling tool that will be integrated with their certified project management processes. No lower level or subcontractor schedule shall stand alone outside the IMS. The CWBS shall serve as the framework for defining and planning the scheduled work segments, and CWBS exit criteria shall be logically traceable to the IMS. The schedule shall be constructed as a logic-network employing Critical Path Methodology (CPM) and shall identify all activities, constraints, milestones, Contract Data Requirements List (CDRL) deliverables, and resource requirements for the entire period of performance. The schedules shall extend to a sufficient level of detail to mitigate risk and measure performance and shall ensure that vertical and horizontal traceability is maintained at all times. (CDRL )

The Contractor shall report the integrated schedule plan, baseline, and performance information as applicable IAW the requirements stated herein and the CDRL delivery requirements for the IMS. All schedule reporting shall correspond to applicable CWBS elements and shall reconcile to the IMP, baselines, performance status, and forecasts. This IMS must be tracked, updated, and reported in the monthly MPPRs, at weekly Requirements Meetings, and provided on request. (CDRL A004)

#### **1.4.1.3.4 Program Performance Metrics**

The Contractor shall establish, maintain, and use software management metrics that are appropriate to the authorized scope of work and shall routinely report these to the PO in the monthly MPPR, as contractually specified. Software management metrics shall be product-oriented and/or based on performance parameters that are discretely measurable. The Contractor shall also support the PO in developing and reporting these metrics to other Government personnel. Changes that impact Contractor-delivered metrics shall require prior coordination with the PO. (CDRL A004 and CDRL A018)

#### **1.4.1.3.5 Reporting Requirements**

The Contractor shall report and deliver the metric performance as specified in the Contract CDRL to the PO. At a minimum, metrics shall be measured against an established performance baseline and shall have thresholds established to indicate when management attention is warranted. Metric charts shall reflect trends over time and depict whether performance is improving or degrading. The Contractor shall present the status of key performance metrics in the MPPR. When metric thresholds are exceeded, the Contractor shall take appropriate corrective action, and present an action plan for recovery/mitigation. (CDRL A004)

#### **1.4.1.3.6 Reviews**

##### **1.4.1.3.6.1 Program Management Reviews (PMRs)**

The Contractor shall provide program status in a Contractor PMR when requested by the Program Manager. PMRs shall be either conducted at a facility designated by the Government or via telecom. The PMR will be chaired by the Government Program Manager or alternate. The Contractor shall provide meeting minutes and agendas. (CDRL A020)

#### **1.4.1.3.6.2 Briefings**

The Contractor shall prepare and present technical and status briefings with supporting aids, as required. (CDRL A021)

#### **1.4.1.3.7 Transition Planning**

The Contractor shall deliver a Transition Plan within 60 working days after contract award. Delivery shall consist of one hard copy and an electronic copy in Microsoft® Word for Windows 2003 or higher format. (CDRL A002)

The Contractor shall conduct an inbound transition/outbound transition period to ensure a smooth transition in the change of work effort to the new Contractor. The Contractor shall cooperate to the extent required to permit an orderly change over to the new Contractor. The Contractor shall execute their Transition Plan which shall include contract entry and exit procedures.

#### **1.4.1.3.7.1 Transition Support**

The Contractor shall execute the Transition Plans to affect successful project start-up. During the inbound transition/outbound transition period at contract expiration, the Contractor shall perform a joint inventory of Government Furnished Equipment (GFE) and Government Furnished Property (GFP) with the new Contractor and the Government. The timeframe for completion shall be the first month of performance of this contract. (CDRL A002)

#### **1.4.1.3.8 Program Documentation**

The Contractor shall deliver all EFINANCE, LEAVEWEB and FMSUITE new and revised program documentation IAW the CDRL declaration and shall employ IEEE/EIA Standard 12207, Software Life Cycle Processes – Life Cycle Data, format and content, as amended where necessary (Contractor format acceptable).

#### **1.4.1.3.8.1 Technical Study and Analysis Reports**

The Contractor shall prepare additional reports as deemed necessary to perform logistics studies and analyses as required by the PMO. Possible subjects for study and analysis include, but are not limited to, proposed changes in system hardware and software and effects of changes in logistics processes on current applications. (CDRL A003)

#### **1.4.1.3.8.2 Source Code/Listing**

The source code shall be maintained as a configurable item in an Automated Configuration/Data Management tool (i.e. PVCS), and provided to the Government upon request, or with a version release. The contractor shall present the source Code/Listing in the Software Version Document (CDRL A012, CDRL A017).

#### **1.4.1.3.8.3 Executive Summary**

The Contractor shall prepare and update the EFINANCE, LEAVEWEB and FMSUITE Executive Summary and electronically submit it to the Government as required. (A016)

#### **1.4.1.3.9 Information Assurance (IA)**

The software shall comply with Department of Defense Information Assurance Certification and Accreditation Process (DIACAP), DISA Security Technical Implementation Guide (STIG) standards, and Data Standardization requirements and be flexible to change to new standards as released. The contractor shall meet with and provide information to Government and functional contractor personnel to support system security DIACAP (re-certification, if determined necessary by the Government) requirements of the EFINANCE, LEAVEWEB and FMSUITE system or new standard if required.

All system maintenance and development efforts shall be planned, designed, developed/built, tested, deployed, and sustained in accordance with approved Federal, DoD, and AF policy, guidance, and standards. To accomplish this, the system shall comply with the most recent versions, amendments, and/or addendums of the statutory and regulatory policy and guidance or standards, as of the most recent contract date. Notably, DoD Information Assurance policy and guidance is contained within DOD 8500-series documents, and AF Information Assurance policy and guidance is contained within Air Force Instruction 33-200 series documents. In the event applicable Federal, DoD, and/or AF policies and guidance or standards change, the contractor will prepare a change proposal to bring the system into compliance with the new policies and guidance and/or standards. Appendix B provides a listing of key policy and guidance documents (current at this time) though not all-inclusive, with which EFINANCE, LEAVEWEB and FMSUITE must comply. Appendix D provides additional security requirements, which (except for DIACAP compliance) are not explicitly required by the guidance.

#### **1.4.1.3.10 Software Version Document (SVD)**

The Contractor shall prepare and update the Software Version Document (SVD) for each software release, and electronically submit it to the Government as the product baseline (CDRL A012).

#### **1.4.1.3.11 Technical Requirements**

The Contractor shall develop and maintain a Software Development Plan (SDP) that addresses how the technical requirements will be accomplished (CDRL A005). The Contractor shall accomplish maintenance, sustainment, enhancement, and integration of the EFINANCE, LEAVEWEB and FMSUITE system in its normal, required production mode, as described in the applicable life cycle documentation.

The functional customer, in conjunction with the EFINANCE, LEAVEWEB and FMSUITE Functional Requirements Review Board (FRRB), shall establish the requirements for each version release of the EFINANCE, LEAVEWEB and FMSUITE application. Once a version release is established, the Contractor shall perform requirements analysis and project planning to develop the defined version release.

For each project, the Contractor shall develop a SDP that details the project plan, including the requirements, effort, duration, risks, assumptions, derived requirements, and any associated costs. The SDP will be based on the IMP and will document any deviation from the IMP. The SDP will be a living document through the development project and will be used to track changes that occur after a project is baselined.

Each SDP will contain lower-level requirements definition to the extent that the impacted area of EFINANCE, LEAVEWEB and FMSUITE functionality is clearly defined. The impacted or new application layer programs and/or database objects will be identified for each requirement. The SDP will contain reference information on how the project plan will be implemented according to the SQA and Software CM plans.

The Contractor shall develop Software Requirements Specifications (SRS), Preliminary Design Documents (PDD), Software Design Documents (SDD), Software Test Plan (STP), Software Test Descriptions (STD), Software Test Reports (STR), and Release Instructions that shall be approved automatically, unless the Government gives notice of disapproval. The Contractor shall resubmit revised deliverables within five workdays of receipt of the Government disapproval notice. If deliverables are “accepted with comments,” the Contractor shall resolve in the next deliverable. As required, submittal shall be IAW the Contractor’s schedule. Unless specified otherwise, submission will be via electronic media. (CDRL A005, A006, A007, A008, A009, A010, A011 and A019).

#### **1.4.1.3.12 Technical Reviews**

When directed by the PMO, the Contractor shall conduct technical and management software reviews. These reviews shall be reserved for high value and/or high interest efforts. These reviews shall be conducted IAW those identified in IEEE Standard 1028, Standard for Software Reviews.

The PMO reserves the right to conduct other types of reviews when deemed necessary. The Contractor shall schedule periodic Contractor facility walk-through with PMO personnel or their representatives throughout the duration of this contract to review code changes, documentation, and artifacts as they are being developed.

#### **1.4.1.3.13 Technical Interchange Meeting (TIM)**

The Contractor shall attend TIMs with the designated Government representative and other designated Contractors to review, and/or clarify/modify technical or functional issues pertaining to any aspect of the task requirements. The Contractor shall recommend a TIM meeting, when necessary, to discuss recommended changes when a TIM meeting is not scheduled. The Contractor shall prepare automated TIM minutes reflecting all decisions made in the TIM. Both the Contractor and the Government will sign the minutes, which are made a permanent part of the task record. The Contractor shall prepare briefings and agendas when required, and submit to Government personnel via email.

#### **1.4.1.3.14 Configuration Management/Data Management (CM/DM)**

The Contractor shall implement and maintain a formal CM/DM program. This program shall document the methodologies used for the application of CM/DM techniques as they relate to all documentation, software, and other deliverables in a Software Configuration Management Plan (SCMP). The Contractor shall employ automated tools for CM/DM, and those tools will be integrated with their certified processes for configuration management. The SCMP shall be included as part of the IMP and delivered as a separate document. (CDRL A024)

##### **1.4.1.3.14.1 Change Documents**

Four types of change vehicles are used for maintaining or sustaining EFINANCE, LEAVEWEB and FMSUITE modules: the Communications and Information Systems Requirements Document



(CSR), the Discrepancy Report (DR), the Change Request (CR), and the Software Problem Report (SPR). An additional document, the Database Change Request (DCR), is PMO generated and may accompany the CSR or DR throughout the change process. All change requests shall be documented in the Remedy tool used by the EFINANCE, LEAVEWEB and FMSUITE program to track requirements changes and DRs per the EFINANCE, LEAVEWEB and FMSUITE Help Desk and CR/DR Response Process.

#### **1.4.1.3.14.1.1 Communications and Information Systems Requirements Document (CSR)**

The PMO will document any new requirement(s) to a EFINANCE, LEAVEWEB and FMSUITE module/sub-module on a CSR. Upon receipt of the CSR, which normally impacts requirements baselines, the Contractor shall prepare and submit a response IAW Paragraph 1.4.1.3.15.2 “Change Response Documents.”

#### **1.4.1.3.14.1.2 Change Request (CR)**

The PMO will document any new requirement(s) or enhancements to EFINANCE, LEAVEWEB and FMSUITE module/sub-module on a CR. Upon receipt of the CR and request of the PMO, which normally impacts requirements baselines, the Contractor shall prepare and submit a ROM response IAW Paragraph 1.4.1.3.15.2.1 “Rough Order of Magnitude (ROM).”

As part of CR reviews, the Contractor shall evaluate the functionality of the affected Computer Software Units (CSUs) and subsystems and apply Service Oriented Architecture principles where appropriate.

#### **1.4.1.3.14.1.3 Discrepancy Report (DR)**

The PMO or Contractor will generate a DR whenever a previously undetected discrepancy is discovered in EFINANCE, LEAVEWEB and FMSUITE operational module/sub-module. When directed by the PMO, the Contractor shall conduct the necessary analysis to develop and submit estimates for specified DRs and make recommendations for DR consolidation. The definitions for software DR Categories are as follows:

CAT 1 – ‘Critical’: Denotes a problem that prevents accomplishment of essential capability or jeopardizes safety or other requirements designated as ‘Critical’. Provide a fix or workaround within 48 hours of the DR creation with a maximum of seven (7) days for the fix to be sent to the field.

CAT 2 – ‘Major’: Denotes a problem that adversely affects the accomplishment of an essential capability or adversely affects cost, technical, or schedule risks to the project or to the life cycle support of the system and no work-around solution is known. For fielded systems, provide a fix/work-around release within 45 days of the DR creation.

CAT 3 – ‘Average’: Denotes a problem that adversely affects the accomplishment of an essential capability or adversely affects costs, technical/scheduled risks to the project or to the life cycle support of the system and a work-around solution is known.

CAT 4 – ‘Minor’: Denotes a problem that results in operator inconvenience or annoyance but does not affect a required operational or mission essential capability or results in

inconvenience or annoyance for development/maintenance personnel, but does not prevent the accomplishment of the responsibilities of those personnel.

CAT 5 – ‘Other’: Denotes any other effect not covered by any other category definition given previously.

#### **1.4.1.3.14.1.4 Software Problem Report (SPR)/Anomaly**

The PMO or Government Acceptance Test (GAT) team will generate an SPR/Anomaly in (requirements management software TBD) whenever an anomaly is discovered in a EFINANCE, LEAVEWEB and FMSUITE module/sub-module during GAT to document the anomalies. The Contractor shall analyze the anomalies based on the stated and derived project requirements to determine whether the anomaly is a valid defect or a new requirement. Defects shall be corrected and re-submitted to the Government for validation until the problem is resolved. Any SPRs/Anomalies that are determined to be a new requirement will be reviewed by the EFINANCE, LEAVEWEB and FMSUITE Configuration Control Board (CCB). If SPRs/Anomalies classified as defects are not resolved during that specific release, they will be re-written as DRs to be incorporated into a future release.

#### **1.4.1.3.14.2 Change Response Documents**

##### **1.4.1.3.14.2.1 Rough Order of Magnitude (ROM)**

Upon PMO request, the Contractor shall use the ROM format to provide roughly estimated effort (cost and length of time), and technical solution(s) for potential changes to a EFINANCE, LEAVEWEB and FMSUITE operational module. The PMO will review the proposed ROM to determine the validity and acceptability of the proposed change. No work will be started unless directed in writing by PMO. The Contractor develops and provides the ROM to SAF/FMP (AFFSO) for determination whether they want to implement the change. If SAF/FMP (AFFSO) approves, the PM will direct the Contractor to start work.

##### **1.4.1.3.14.2.2 Advance Change/Study Notice (ACSN)**

A request for ACSN will be issued by the PMO to initiate requirements changes or direct studies to be accomplished by the Contractor. The PMO will review the proposed ACSN to determine the validity and acceptability of the proposed change before any Contractor work is started. No work will be started unless directed in writing by the PMO.

##### **1.4.1.3.14.2.3 Engineering Change Proposal (ECP)**

When directed by the PMO, the Contractor shall provide an ECP. The Contractor may determine the format of the ECP as long as, at a minimum, the following type of information is presented:

- Administrative Information
- Proposed Technical Solution Information
- Data Environment
- Detailed Cost and Schedule Information
- Risk Mitigation

#### **1.4.1.3.14.3 Quality Assurance (QA)**

The Contractor shall implement and maintain a formal QA program and shall use those methodologies in satisfying all the requirements. The Contractor shall develop and document the QA program and methodologies in a Software Quality Assurance Plan (SQAP) (CDRL A022).

#### **1.4.1.3.14.3.1 Quality Control Plan (QCP)**

In compliance with the clause entitled Inspection of Services, the Contractor shall establish and maintain a complete QCP to ensure the requirements of this contract are provided as specified. At any time during contract performance, the Government has the right to require revisions of the QCP at no cost to the Government should the incorporated plan fail to control the quality of service provided. The plan shall include, but is not limited to, the following: (CDRL A023)

- A description of the inspection system, which addresses all services listed in the PWS
- Frequency of inspections
- Title of the individual(s) who shall perform the inspections and their organizational placement
- A description of methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable
- On-site records of all inspections conducted by the Contractor. The methods, information, and reporting shall be documented in the QCP and the Software Quality Assurance Plan (SQAP)

An assessment of the Contractor's performance will be an important factor in determining option year extensions to the contract period. Each Contractor's performance will be evaluated annually. If the period of performance for the order is 12 months or less, or if the contract has less than 12 months remaining until completion, performance for that period will be assessed at contract completion.

#### **1.4.2 Maintenance and Sustainment Support**

The Contractor shall perform maintenance and sustainment activities that are required to optimize a system or provide minor system updates as well as the support necessary to facilitate AF processes. CSRDs, DRs, or CRs will define these efforts and will be incrementally provided to the Contractor by the EFINANCE, LEAVEWEB and FMSUITE Program Office over the period of performance of this contract.

Sustainment is defined as:

- System modification performed after delivery to maintain usability in a changing technological environment
- System modification to improve performance or maintainability

Maintenance is defined as:

- Routine: Routine is scheduled daily maintenance (see general and specific tasking listed below) necessary for on-going system operation or to correct previously undetected software system defects. Routine maintenance also includes system modifications to improve performance or maintainability in a changing technological environment. This

will include DR Categories (CAT) III – V and shall be accomplished IAW the government agreed-to schedule with the Program Manager (PM).

- Emergency: Emergency maintenance is the unscheduled or unplanned activity performed to prevent:
  - Loss of an operational or mission critical capability (this includes loss of functionality due to missing or bad data).
  - Loss of safety, security, or other requirements designated ‘critical’.
  - Degradation of a mission essential or operation capability and no work-around solution is available.

This will include DR CAT I and II and Time Compliance Network Orders (TCNO).

#### **1.4.2.1 Software Support**

The Contractor shall maintain all previously generated EFINANCE, LEAVEWEB and FMSUITE code and shall integrate other Commercial Off The Shelf (COTS) products as required and approved by the PMO.

#### **1.4.2.2 Interface Support**

The PMO maintains a number of specialized data interfaces (both incoming and outgoing) internal to EFINANCE, LEAVEWEB and FMSUITE and external with other AF systems and other DoD agencies, such as the DFAS. The Contractor shall maintain on-going coordination with and support to the PMO personnel developing and maintaining Interface Control Documents (ICDs), Memorandum of Agreement (MOA), and Interface Requirement Agreement (IRA) for these systems. The Contractor shall provide the following types of ICD/IRA support:

- Data entity research
- TIM participation
- Requirements definition (as it pertains to interfaces)
- Ad Hoc queries and production of sample data

#### **1.4.2.3 Installation Support**

##### **1.4.2.3.1 Implementation Planning**

The Contractor shall provide primary and secondary technical support for the activation, installation, and/or upgrade of EFINANCE, LEAVEWEB and FMSUITE sites. This may include providing a member(s) to travel with the Government installation team.

#### **1.4.3 Major Enhancement Projects**

##### **1.4.3.1 Project Upgrade(s) and Major Enhancement(s)**

The Contractor shall manage, plan, complete the design, code, test, deliver, and train the trainer of EFINANCE, LEAVEWEB and FMSUITE for any Software Upgrade(s) or major enhancement(s) IAW this PWS. Upgrade(s) includes the migration of LEAVEWEB application and database architecture into a single environment and migration of FMSUITE components into a consolidated architecture. Major enhancements of new ECP, CSRD, and CR requirements approved by the Capability Requirement and Investment Board (CRIB), Functional Requirement

Review Board (FRRB) and Configuration Control Board (CCB) for incorporation into EFINANCE, LEAVEWEB and FMSUITE architecture that encompasses 25% of the Computer Software Units (CSUs) or 600 labor hours.

As part of Major Enhancements/Upgrades, the Contractor shall evaluate the functionality of the affected CSUs and subsystems and apply Service Oriented Architecture principles where appropriate.

#### **1.4.3.1.1 Implementation Planning**

As required and documented in the SDP, the Contractor shall develop Implementation Plans for each corresponding version change. This plan shall identify all requirements, steps, and processes necessary to activate the corresponding EFINANCE, LEAVEWEB and FMSUITE version.

#### **1.4.3.1.2 Design**

The Contractor shall complete the design of project IAW the IEEE/EIA Standard 12207, IEEE Standard 1028, and the Government's System Engineering Process (SEP) as well as Contractors standard processes.

#### **1.4.3.1.3 Code**

The Contractor shall code project IAW the IEEE/EIA Standard 12207, IEEE Standard 1028, and the Government's SEP as well as Contractors standard processes.

#### **1.4.3.1.4 Test**

The Contractor shall test the project IAW the IEEE/EIA Standard 12207, IEEE Standard 1028, PWS paragraph 1.4.4 "Testing," and the Government's SEP as well as Contractors standard processes.

#### **1.4.3.1.5 System Installation and Checkout**

The Contractor shall provide technical support to the Government deployment team during system deployment as required.

#### **1.4.3.1.6 Training**

The Contractor shall update existing EFINANCE, LEAVEWEB and FMSUITE training materials that are impacted by the changes implemented in the project. (CDRL A014)

### **1.4.4 Testing**

The Contractor shall support activities necessary to test maintenance, sustainment, enhancement, or integration/consolidation block releases prior to delivery for Qualification Test and Evaluation (QT&E) compliant with AFI 99-103, *Capabilities-Based Test and Evaluation*. This includes the steps necessary to demonstrate that each block release satisfies requirements specified through DR correction, DR implementation, CR development, or CSRD development. The Contractor shall deliver block releases to the PMO to load on the Test Server for QT&E testing. The Contractor shall provide the basic software testing approach in the Software Test Plan (STP) (CDRL A009).

The specific test scripts and step-by-step instructions shall be captured in the Financial Management Information Technology Lifecycle Management (IT LM) tool and provided to the

Government upon request. (**Note:** The QT&E testers will use, but are not limited to, the test scripts provided by the Contractor.) The Contractor shall provide a Software Test Report (STR) (CDRL A011) per the SDP and project schedule. The Contractor shall support QT&E for all EFINANCE, LEAVEWEB and FMSUITE releases.

After QT&E begins, if any anomalies (SPRs) are encountered, they shall be documented in Financial Management (FM) Information Technology Lifecycle Management (IT LM) tool. The Contractor shall analyze the anomalies based on the stated and derived project requirements to determine if the anomaly is valid, a defect, or a new requirement. Defects shall be corrected and re-submitted to the Government for validation testing until the problem is resolved. If any CAT 3, 4, or 5 anomaly/SPRs are not completed, for any reason, they will become DRs to be prioritized and fixed in a future release. This will be done with the approval of the PMO. If an anomaly is identified as a new requirement, this will be reviewed by the EFINANCE, LEAVEWEB and FMSUITE CCB to decide if the new requirement is added to the current project or deferred to a later project. As required by the Government and documented in the SDP, the QT&E team and the Contractor (Integrated Test Team) will conduct a final regression test to ensure the installation to production was correct and the system functions properly.

The Contractor shall facilitate an environment in which the PMO testers participate in requirements definition, requirements allocation to software modules, design architecture, and design change technical interchange discussions. The Contractor shall accommodate Government testers' participation in the STP and test script evolution and observe software integration testing.

#### **1.4.5 Development Environment**

The Contractor shall maintain an environment suitable to conduct EFINANCE, LEAVEWEB and FMSUITE maintenance, sustainment, and enhancement activities identified in this PWS. Activities shall not be limited to, but will include administration support for servers and desktops, installation of server and client software and patches, identification and collection of suitable test data. Hardware, software, and communications components may be comprised of GFE and Contractor-owned equipment.

The Contractor shall ensure periodic backups are conducted for all data maintained at the Contractor facility. The Contractor shall ensure that backup media (for example, tapes and compact discs) are secured in a manner commensurate with the criticality and sensitivity of the data backed up, and IAW the specific contract vehicle. The Contractor shall be required to store backup media in a location other than the Contractor's primary computer facility.

#### **1.4.6 User Training Support**

The Contractor shall provide training for SAF/FMP AFFSO instructors (train-the-trainer) for each EFINANCE, LEAVEWEB and FMSUITE version release. The Contractor shall provide documentation to the EFINANCE, LEAVEWEB and FMSUITE users such as the Software Version Document, Getting Started Guide, and EFINANCE, LEAVEWEB and FMSUITE training materials and exercises (CDRLs A012, A013, A014, A025). This documentation shall augment the Online Help functions in the explanation of EFINANCE, LEAVEWEB and FMSUITE functionality and usage. The Contractor shall update the documentation and training

materials to reflect corresponding version changes and changes initiated by the Government. The training must be rated above average by a minimum of 90 percent of the students. (CDRL A014)

The Contractor shall prepare and provide EFINANCE, LEAVEWEB and FMSUITE training materials for training classes provided by SAF/FMP, including training manuals, class materials, and the training database. The training classes will utilize instructor review/feedback forms to report user feedback on the instructor and subject material. The training materials must be rated above average by a minimum of 90 percent of the students. (CDRL A014)

#### **1.4.7 Contractor Help Desk Support**

The Contractor shall provide ongoing system administration (SA) and telephone troubleshooting support (Help Desk) for EFINANCE, LEAVEWEB and FMSUITE users. The Contractor shall implement and maintain an eight-hour/five days a week/52 weeks a year (8/5/52) Help Desk with tier 2 and 3 support. The core help desk support hours shall be 0800 – 1700 (Eastern Time), Monday through Friday (excluding official Government holidays). Help Desk activities include, but are not limited to:

- Correct identified problems (achieving resolution).
- Perform metrics collection and reporting.
- Provide ticket resolution descriptions to the SAF/FMP Remedy collection system.

The Contractor shall provide ongoing system administration and monitoring support during the period of performance of this PWS. The definitions for software DR Categories are as follows:

Level I – ‘Urgent’: Denotes an issue that prevents accomplishment of essential capability or mission-critical work or security. Provide a fix or workaround within 24-48 hours of the Help Desk Ticket creation.

Level II – ‘High’: Denotes a problem that adversely affects the accomplishment of an essential capability and no work-around solution is known. Provide a fix or workaround within 2 – 7 days of the Help Desk Ticket creation.

Level III – ‘Medium’: Denotes a problem that adversely affects the accomplishment of an essential capability and a work-around solution is known. Provide a fix or workaround within 1 – 2 weeks of the Help Desk Ticket creation.

Level IV – ‘Low’: Denotes a problem that results in operator inconvenience or annoyance but does not affect a required operational or mission essential capability or results in inconvenience or annoyance for development/maintenance personnel, but does not prevent the accomplishment of the responsibilities of those personnel. Provide a fix or workaround within 2 – 4 weeks of the Help Desk Ticket creation.

Level V – ‘Other’: Denotes any other effect not covered by any other category definition given previously. Provide a fix or workaround within >4 weeks of the Help Desk Ticket creation.

### **1.5 Workspace**

The Contractor shall furnish appropriate facilities, supplies, and services for any off-site support to perform the work in this PWS. The Contractor facility shall be located within 50 miles of the Government Program Office.

### **1.6 Place of Performance**

Work is to be performed primarily at the Program Office, Wright-Patterson AFB, OH. Contractor may be required to be performed at the Contractor's facility.

### **1.7 Period of Performance (PoP)**

The POP shall commence from date of contract award for 1 year, plus a potential of up to an additional two years of option periods.

### **1.8 Hours of Work**

The Contractor shall provide coverage for a 40 hour work week, Monday through Friday. The core hours shall be 0900 – 1500 (Eastern Time), and no earlier than 0630, Monday through Friday, excluding official Government holidays, Presidential Executive Orders, and Official delays approved and announced by WPAFB.

### **1.9 Travel**

Travel to other Government or civilian facilities within or outside the local area may be required. All travel must be approved in advance by the PM prior to initiating orders. Travel will be performed IAW the Joint Travel Regulation (JTR).

### **1.10 Security Requirements**

#### **1.10.1 National Agency Check Plus Written Inquiries (NACI)**

DoD military, civilian, consultants, and Contractor personnel using an unclassified Automated Information System (AIS), including email, must have, at a minimum, a NACI/Entrance NACI in accordance with DoD Directive 5200.2-R Personnel Security Program, change 3, Apr 99. Upon receipt of a contract where the employee will have access to automated information systems, the Contractor is required to complete the application and apply for a NACI for any employees not currently having a NACI.

#### **1.10.2 Security Clearances**

All Contractors that have root access to operate, modify, or maintain a Government system must possess a favorable trustworthiness determination based on a Single Scope Background Investigation (SSBI). The SSBI shall be submitted thru the Government Security Manager for processing IAW DoD 5200.2-R, DoD Personnel Security Program, Appendix K; AFI 31-501, Personnel Security Program Management and AFI 31-601, Industrial Security Program Management.

#### **1.10.3 Contractor Badges**

Identification badges shall be required and shall be worn and displayed at all times while in Government facilities.



#### **1.10.4 Security Compliance**

Compliance with Air Force Instructions (AFI), Air Force System Security Instructions (AFSSIs) and Memorandums (AFSSM) is mandatory. The security instructions provide guidance to ensure Automated Information System data protection.

#### **1.10.5 Performance of Services During Emergency Conditions Declared by Wright-Patterson AFB Authority**

In the event an emergency is declared for WPAFB necessitating the implementation of an alternate work schedule (other than a standard 8-hour day, Monday – Friday work week), services provided under this contract may require implementation of an alternate work schedule, not to exceed a 40-hour work week unless authorized by the PMO. The PMO will make the notification to the Contractor point of contact. A modified work schedule shall be adopted for the duration of the declared emergency, and the Contractor shall comply with the provision of that alternate work schedule.

#### **1.10.6 Continuation of Essential Department of Defense (DoD) Contractor services during Crisis**

This requirement has been determined **not** to be essential and **does not** require continued support during a crisis as defined in DoDI 3020.37, E2.1.1 and E2.1.3.

#### **1.10.7 Disaster Recovery and Contingency Planning**

The Contractor shall provide support for any and all Contingency of Operation (COOP) activities requested by the PMO. These can include, but are not limited to:

- Technical support personnel for planning or operations
- Potential off-site storage and backup support

Any work associated with performing COOP testing functions or actual COOP deployment shall occur under the same conditions as specified for a declared crisis i.e., services shall not exceed the 40 hour work week unless authorized by the Contracting Officer.

### **1.11 Quality System Requirements**

#### **1.11.1 Quality Control Plan and Surveillance**

The Government will periodically evaluate the Contractor's performance for those requirements listed in Section II, Service Delivery Summary (SDS). The QAP/COR will follow the methods of surveillance specified in the SDS. The QAP/COR is the Government authorized representative for the CO and will participate in the administration of this contract. The QAP/COR will inform the Contract Manager in person when discrepancies occur and will request corrective action. The absence of any contract requirement from the SDS does not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract. The Contractor shall allow on a non-interference basis Government audits to be performed on Contractor maintained files.

#### **1.12 Transition Period**

The Contractor shall ensure a smooth transition is accomplished during both the inbound

transition and outbound transition periods as follows:

#### **1.12.1 Inbound Transition Period Requirements**

The Contractor shall provide, with the proposal, an IMP IAW PWS paragraph 1.4.1.1 “Integrated Management Plan (IMP)” (CDRL A001). The Contractor shall ensure the IMP incorporates the inbound transition requirements and schedules to address how all the following requirements are to be accomplished. During the inbound transition period the Contractor shall:

- Complete workforce requirements, including the hiring of personnel, to assure satisfactory performance beginning on the contract start date IAW PWS paragraph 4.0.
- Submit applications to obtain Contractor identification badges, vehicle passes, security clearances, Internet, and email connectivity not later than ten (10) workdays after contract award IAW PWS paragraph 1.10 “Security Requirements.”
- Familiarize all Contractor personnel with equipment operation, workflow to include work in progress, reporting, priorities, forms, documents, scheduling, storage, safety, security, and quality control procedures. The Contractor shall make arrangements to access the Government facilities through the COTR. The Contractor shall not interfere with the production efforts of current Contractor personnel.
- Complete the physical inventory of Government property during Inbound transition Joint Inventory IAW PWS paragraph 2.2.3.1.

#### **1.12.2 Outbound Transition Period Requirements**

The Contractor shall be fully responsible for all work performed under this PWS during the outbound transition period. The Contractor shall ensure the following requirements are accomplished within sixty (60) calendar days prior to the contract end date. During the transition period the Contractor shall:

- Cooperate fully to permit an orderly changeover of workload.
- Allow recruitment notices to be placed in the work areas.
- Allow all follow-on Contractor and Government personnel access, on a non-interference basis, to observe equipment operation, workflow to include work in progress, reporting, priorities, forms, documents, scheduling, storage, safety, security, and quality control procedures.
- Complete the Outbound Transition Joint Inventory IAW PWS paragraph 2.2.3.2.
- Complete the final inventory of documents and materials identified in IAW PWS paragraph 2.2.3.2.

#### **1.13 Contractor Performance Assessment Report (CPAR Applicability)**

FAR 42.1502 directs all Federal agencies to collect and report past performance information on services contracts with a value of \$1M or more.

#### **1.14 Section 508 of the Rehabilitation Act of 1973**

The Contractor shall ensure that EFINANCE, LEAVEWEB and FMSUITE maintains compliance with Section 508 of the Rehabilitation Act, as amended. The Contractor shall ensure the system continues to meet the requirements of the Access Board's regulations at 36 CFR Part

1194, particularly 1194.22, which implements Section 508 of the Rehabilitation Act of 1973, as amended. Section 508 (as amended) of the Rehabilitation Act of 1973 (20 U.S.C. 794d) established comprehensive requirements to ensure (1) Federal employees with disabilities are able to use information technology to do their jobs, and (2) members of the public with disabilities who are seeking information from Federal sources will be able to use information technology to access the information on an equal footing with people who do not have disabilities. Federal agencies must make information and data available by an alternative means if compliance with the standards would result in an undue burden. The changes apply to all Contractors (including small businesses) that manufacture, sell, or lease electronic and information supplies or services.

### **1.15 Points of Contact**

The Contractor shall provide the names, telephone numbers, and area of expertise of key personnel. Key personnel are identified as the program manager and anyone that the Contractor wants the Air Force to notify if there is a system problem.

#### **1.15.1 Government Points of Contact**

##### **1.15.1.1 Program Manager's**

eFINANCE	FMSuite	Leaveweb
Richard St. Pierre	James Mason	Randy Huffman
SAF/FMP(AFFSO)	SAF/FMP(AFFSO)	SAF/FMP(AFFSO)
1940 Allbrook Rd, B1, D18	1940 Allbrook Rd, B1, D18	1940 Allbrook Rd, B1, D18
WPAFB, OH 45433	WPAFB, OH 45433	WPAFB, OH 45433
(937) 257-8480	(937) 257-5454	(937) 522-2258

(b) (6)

(b) (6)

(b) (6)

##### **1.15.1.2 Contracting Officer Representatives (CORs)**

**Primary** Glenna G. Gibson  
SAF/FMP (AFFSO)  
1940 Allbrook Rd, B1, D18  
WPAFB, OH 45433  
(937) 522-2262

(b) (6)

**Alternate**

##### **1.15.1.3 Contracting Officer (CO)**

##### **1.15.1.4 Contract Specialist**

##### **1.15.1.5 Security Manager**

Christopher Trochelman  
SAF/FMP (AFFSO)  
1940 Allbrook Rd, B1, D18  
WPAFB, OH 45433

(937) 522-2232

(b) (6)

## SECTION II – SERVICE DELIVERY SUMMARY

Appendix E to this document, “Service Delivery Summary” contains a matrix of measurements used to assess contractor performance during the execution of this contract.

### **1.16 Invoice Holdback**

If the Contractor fails to meet a performance objective listed in the Service Delivery Summary (Appendix E), the Government may hold back up to 2% of the next month’s invoice for each missed objective (2 missed objectives – 4%, up to a total of 12%). The holdback is not recoverable.

## **2 SECTION III – GOVERNMENT FURNISHED PROPERTY AND SERVICES**

### **2.1 Facilities**

#### **2.1.1 Facility Access**

The Government will provide the Contractor access to Government facilities, as required, to perform IAW this PWS. The Contractor shall be subject to all Military Rules and Regulations while working on a military installation.

#### **2.1.2 Access to Personnel**

All contacts with Government and other Contractor personnel outside of day-to-day activities shall be coordinated through the Program Manager or Contracting Officer's representative.

### **2.2 Government Furnished Resources, Property (GFP) and Equipment (GFE)**

#### **2.2.1 Computer Resources**

##### **2.2.1.1 Office Automation**

The Government will provide Contractor personnel networking suitable for electronic mail, Internet access, networked printer support, and necessary hardware and software for the Contractor to accomplish tasks related to this PWS.

##### **2.2.1.2 GFE - Automated Data Processing (ADP) Environment**

GFE shall be inventoried and validated during the Inbound Transition. The Contractor and a Government PMO Team member shall conduct a joint inventory of all GFP IAW PWS paragraph 2.2.3.1. The list includes the development and support tools that shall be used for the work performed under this PWS.

#### **2.2.2 Documentation**

The Government will provide available copies of the most recent baselined documentation for each system upon request. The Government will provide the Contractor copies of, or access to, required directives, publications, and documentation upon availability, as applicable, to the performance of this PWS.

#### **2.2.3 Physical Inventory**

The Contractor shall support a physical inventory of Government property as stated in the following sections:

##### **2.2.3.1 Inbound Transition Joint Inventory**

The Contractor shall complete the Inbound transition Joint Inventory no later than thirty (30) days after contract start. The Contractor and a Government PMO Team member shall conduct a joint inventory of all GFP. During the joint inventory, the Contractor and a Government PMO Team member shall jointly determine the working order and condition of all GFE. The Contractor shall document the condition of all equipment. The Contractor shall notify the Program Manager in writing within five (5) working days of completion of the joint inventory of all missing or unsuitable for use GFP.

### **2.2.3.2 Outbound Transition Joint Inventory**

The Contractor shall participate and complete the Outbound transition Joint Inventory no later than ten (10) working days prior to the end of the last performance period. The Contractor and a Government PMO Team member shall conduct a joint inventory of all Government property. During the joint inventory, the Contractor and a Government PMO Team member shall jointly determine the working order and condition of all property. The Contractor shall document the condition of all Government property and notify the Program Manager in writing within five (5) working days of completion of the joint inventory. The Contractor shall resolve any discrepancies between the joint inventory and official government records.

The Contractor shall perform a final inventory of documents and materials during outbound transition. The outbound transition activities shall include, but not be limited to:

- Orderly compilation, labeling, and packaging of all work and documentation in progress.
- The provision of internal worksheets, aids, and other program developed and funded products that support the day-to-day management and customer support activities.
- Identification of upcoming scheduled user training, help desk support issues, risk items, open action items, hardware and software issues/concerns, and security issues/concerns.

## **2.3 Contractor Supplies**

The Contractor shall be responsible for supplies necessary to accomplish workload tasking in this PWS for work performed outside of WPAFB, OH.

## **2.4 Off-Base Computer and Communications Services**

### **2.4.1 Off-Base Computer and Communication Services Requirements**

This section applies to Contractors supporting SAF/FMP(AFFSO) program office with facilities that are located outside of the Government physical control boundary (off-base) but which require connectivity to the unclassified Wright-Patterson Air Force Base (WPAFB) .mil network (inside the base firewall and in the WRIGHTPATTERSON domain). All such support and services must meet Government regulatory requirements and commercial standard practices and must be provided in conjunction with services provided by the Government.

The Government and 88<sup>th</sup> Comm Group provide, from its WPAFB offices, limited customer support for PC-based workstations and servers only.

### **2.4.2 Contractor Responsibilities - General Requirements**

#### **2.4.2.1 Telecommunication Lines Needed to Enable Off-Base Connectivity**

This requirement has been determined **not** to be essential.

#### **2.4.2.2 Compliance**

The Contractor shall comply with Department of Defense (DoD), Air Force, Air Force Materiel Command (AFMC), instructions, manuals, policy directives, MOU, and other guidance relating to communications-computer acquisition, installation, operations, management, security, and incident reporting.

#### **2.4.2.3 Secure Climate-Controlled Server Room**

This requirement has been determined **not** to be essential.

#### **2.4.2.4 Site Contingency Plan**

The Contractor shall develop, maintain, and periodically exercise (at least annually) a site contingency plan that addresses emergency actions, disaster recovery, and business continuity.

#### **2.4.2.5 WPAFB .mil Connectivity**

The Contractor shall ensure that WPAFB .mil connectivity is isolated from corporate and other commercial resources within the Contractor facility. The Contractor shall not permit the connection of personal, corporate, or other commercial systems (including, but not limited to, desktop computers, laptops and PDAs, Flash Drives or Personal Removable Media) or networks to the Government-provided WPAFB .mil network at any time. The Contractor shall not permit the connection of the Government-provided WPAFB .mil network, GFE, to any commercial Internet service provider at any time. The Contractor shall agree that discovery of any such unauthorized connections may result in suspension of WPAFB .mil connectivity until the problem is resolved.

#### **2.4.2.6 Security Features**

The Contractor shall employ the use of security features, such as firewalls and anti-virus tools, as required and approved by the Government. The Contractor shall not permit the use of unapproved security tools such as keystroke loggers, electronic mail eavesdropping, or other corporate policy enforcement tools on GFE and the WPAFB .mil network. The Contractor shall agree that discovery of the use of any such unauthorized security tools may result in suspension of WPAFB .mil connectivity until the problem is resolved.

#### **2.4.2.7 Application Software Reconfiguration**

The Contractor shall schedule, with the EFINANCE, LEAVEWEB and FMSUITE PMO, all application software reconfigurations for servers joined to the WPAFB .mil network (outside of disaster or hardware failure) a minimum of two calendar days in advance of the time the action is required.

#### **2.4.2.8 EFINANCE, LEAVEWEB and FMSUITE PMO Coordination**

The Contractor shall coordinate with and gain approval of the EFINANCE, LEAVEWEB and FMSUITE PMO prior to instituting architectural changes, upgrading systems, installing software updates, and performing other communications-computer maintenance actions. The Contractor shall not permit unauthorized software to be installed on GFE nor allow its use on the WPAFB .mil network. The Contractor shall agree that discovery of unauthorized software shall result in suspension of WPAFB .mil connectivity until the problem is resolved.

#### **2.4.2.9 Security-Related Inquiries or Investigations**

The Contractor shall immediately report to the EFINANCE, LEAVEWEB and FMSUITE PMO any known or suspected security violations or incidents, including virus attacks, intrusions or intrusion attempts, hacking/cracking, and unauthorized insider access. The Contractor shall assist the Government in any security-related inquiries or investigations.



#### **2.4.2.10 Entry Control Procedures**

The Contractor shall limit access to facilities hosting Government network connections and GFE to authorized personnel only. The Contractor shall maintain an entry control procedure that identifies employees and visitors, registers and escorts visitors, and prevents unauthorized access through unlocked or unprotected alternate entrances such as service doors. The Contractor shall present, at Government request, entry records of visitors and access rosters of authorized employees.

#### **2.4.2.11 Use of Government Resources**

Use of Government resources constitutes consent to monitoring. The Contractor, by logging in to a computer connected to the WPAFB .mil network, agrees that systems and sub-systems connected to the WPAFB .mil network are subject to surveillance, traffic analysis, audit, and scanning by the host base communications group/squadron, Network Control Center (NCC), and the Network Operations Security Center (NOSC) at all times.

#### **2.4.2.12 Routine Inspection of Corporate Facilities**

The Contractor shall, for security purposes, permit routine inspection of corporate facilities used to host Government network connections and GFE, by the Government, at any time during the standard working hours, with one calendar day's advance notice. The Contractor shall permit emergency inspections relating to actual or suspected communications-computer security incidents or violations at any time.

#### **2.4.2.13 Security Access**

The Contractor shall ensure that all employees requiring access to the unclassified WPAFB .mil network have been granted security access (minimum National Agency Check [NAC]) IAW Defense Security Service (DSS) standards and the National Information Security Program Operations Manual (NISPOM).

#### **2.4.2.14 Information Assurance Awareness Training**

The Contractor shall ensure that all employees with access to the WPAFB .mil network have successfully completed Air Force mandated Information Assurance (IA) Awareness Training prior to permitting said employees' access to Government computing resources.

#### **2.4.2.15 DD Form 2875 – System Authorization Access Request**

The Contractor shall submit, to the EFINANCE, LEAVEWEB and FMSUITE PMO office security manager, a DD Form 2875 for each Contractor user requiring access to the WPAFB .mil network. The DD Form 2875 must reach EFINANCE, LEAVEWEB and FMSUITE PMO a minimum of seven calendar days in advance of the required activation date.

#### **2.4.2.16 Security Certification and Accreditation (C&A)**

The Contractor shall submit to the EFINANCE, LEAVEWEB and FMSUITE PMO information requested/necessary to allow the EFINANCE, LEAVEWEB and FMSUITE PMO to maintain security Certification and Accreditation (C&A) for the Contractor facility portion of the WPAFB .mil network.

#### **2.4.2.17 Use of GFE for Authorized Government Official Business**

The Contractor shall use Government-provided network connectivity, electronic mail services, print and file servers, Internet connectivity, and GFE for authorized Government official business only. The Contractor shall not permit the use of said resources for personal or commercial activities at any time. The Contractor shall agree that discovery of such use may result in termination of WPAFB .mil connectivity.

The Contractor's Equipment Inventory Manager team will provide the following:

- Hardware/software inventory management of GFE and peripherals at the Contractor facility.
- Annual GFE/GFP Hardware/Software inventory to be conducted and provided to EFINANCE, LEAVEWEB and FMSUITE PMO and maintained separately from this PWS.

#### **2.4.2.18 Using GFE**

When GFE is used, the Contractor shall not connect any CFE to the WPAFB .mil network, except when authorized in advance by the EFINANCE, LEAVEWEB and FMSUITE PMO on a case-by-case basis for support of specific contract objectives.

#### **2.4.2.19 88<sup>th</sup> Comm Group Team Support**

The Contractor shall request 88<sup>th</sup> Comm. Group support for PC-based server on WPAFB .mil network printing problems, or any other related concerns, by contacting the 88<sup>th</sup> Comm Group Help Desk at (937) 656-2666.

### **2.4.3 Contractor Responsibilities – Contractor Furnished Equipment-Specific Requirements**

#### **2.4.3.1 Contractor Furnished Equipment (CFE)**

CFE must meet Government standards (currently Windows VISTA/7 and Office 2007/2010). The Contractor shall provide the required Government standard OS and office automation (OA) licensing for any CFE that is connected to the WPAFB .mil network. The Contractor shall perform hardware and software inventory management of CFE and peripherals at the Contractor facility. The Contractor shall make available to the Government information on software licenses when/as requested and may be required to turn over to the Government the actual licenses.

#### **2.4.3.2 Inspect, Initialize, and Configure CFE Connected to the WPAFB .mil Network**

The Contractor shall permit the Government to inspect, initialize, and configure CFE connected to the WPAFB .mil network, as needed, to comply with Government operations and security requirements. The Contractor shall ensure that any CFE connected to the WPAFB .mil network does not have a modulator/demodulator (modem) installed or enabled. The Contractor shall agree that discovery of installed or enabled modems shall result in suspension of WPAFB .mil connectivity until the problem is resolved.

#### **2.4.4 Government Responsibilities**

- Maintain the required OS and OA licensing for and install the current OS and OA on any GFE system that is connected to the WPAFB .mil network.
- Manage all IP addresses for the WPAFB .mil network.
- Maintain high-level passwords and accesses for all PC-based server(s).
- Provide user, email, and machine account creation and administration for all users and for PC-based workstations migrated into the WPAFB .mil network.
- Manage hardware/software inventory of GFE and peripherals at the Contractor facility.
- Provide a suggested hardware solution that meets current security requirements for any architectural changes after review of technical requirements provided by the Contractor.
- Maintain the C&A for the Contractor portion of the WPAFB .mil network, with information provided by the Contractor, if required.
- Provide Local Area Network (LAN) support for GFE network printers at the Contractor facility operating within the WPAFB .mil network.

**3**

**APPENDIXES**

Appendix A – Definitions

Appendix B – Key Policies and Guidance Documents

Appendix C – CDRL Matrix

Appendix D – General Security Documents

Appendix E – Service Delivery Summary

### 3.1 APPENDIX A: DEFINITIONS

- **Accuracy.** The extent to which results obtained from the program are free of error.
- **Adaptability.** The extent to which the program can be used unchanged in environments other than the one for which it was originally created.
- **Best Practices.** The processes, practices and systems identified in public and private organizations that performed exceptionally well and are widely recognized as improving an organization's performance and efficiency in specific areas. Successfully identifying and applying best practices can reduce business expenses and improve organizational efficiency.
- **Contract Year (CY).** One year of performance based on contract award date.
- **Correctness.** The extent to which the program solves the customer's problem, conforms to what was specified, and is free of defects.
- **COTS Extension.** Enhancements or additional capability/functionality not included with the Government Selected COTS product that is not built explicitly for the EFINANCE, LEAVEWEB AND FMSUITE solution, that is available to other software purchasers, is directly supported by the COTS vendor (i.e., managed by the COTS vendor's configuration control, directly upgraded or not impacted by the COTS vendor upgrades/enhancements, etc.), and that is licensable by the COTS vendor in some form.
- **Custom Extension.** Enhancements or additional capability/functionality not included with the Government Selected COTS product that must be built explicitly for the EFINANCE, LEAVEWEB AND FMSUITE solution that is not generally available to other software purchasers, is not directly supported by the COTS vendor (i.e., under the COTS vendor's configuration control and directly upgraded by the COTS vendor, etc.), and that is not licensable by the COTS vendor in any form.
- **Efficiency.** The extent to which minimal system resources are required by the program to perform its functions (memory consumption, speed).
- **Fiscal Year (FY).** Government FYs begin on 1 October and end on 30 September.
- **Flexibility.** The effort required to modify the program to provide some new function or to adapt to a changed environment
- **Information Technology.** Includes matters concerned with the furtherance of computer science and technology, design, development, installation, and implementation of information systems and applications.
- **Integrity.** The extent to which access to the program or data can be controlled.
- **Interoperation.** Interoperation refers to the ability of two or more application systems to exchange and use information.

- **Integration.** Integration refers to the ability to form, coordinate, or blend into a functioning or unified whole.
- **Interface.** Any recurring, scheduled transfer of data, regardless of means or media, frequency, or volume, across a system boundary; transfers are categorized as an **input** (data comes from an external entity [data source], crosses the system boundary, and enters the system) or **output** (data is generated or extracted from the system, crosses the system boundary, and is sent to an external entity [data sink]).
- **Interface agreement.** A formal document signed by representatives from both sending and receiving systems that describes the data to be exchanged (may also be called ‘interface control document,’ ‘interface agreement,’ ‘memorandum of agreement,’ ‘Interface Requirements Agreement,’ ‘Information Control Agreement,’ or other terms); usually includes a description of the file contents, sample record layouts, and varying levels of information with respect to the data being transferred. Provides the ‘syntax’ for the data transfer, but may not provide the ‘semantics.’
- **Interface Semantics.** A detailed description of the business rules involved in processing input interface data or in creating output interface data; includes data such as the method used to create physical file names, the meaning (if any) of physical file names, the purpose of each record type in the file, the relationship between record types in the file, procedures to be followed when required record types are missing from the file, details of how each record type is processed (input interface) or created (output interface) and similar information.
- **Interface syntax.** Describes the general rules related to physical characteristics of an input or output interface; includes details such as physical file names, number of record types, record sizes, file header and trailer records, record type identifiers, file transmission media, frequency of transfer, etc.
- **Interoperability.** The effort required to link the program to another software system.
- **Maintainability.** The effort required to locate and correct an error in the program.
- **Partnering.** The creation of a Government-Contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share risks involved in completing the project and to establish and promote a nurturing partnership environment. Partnering is not a contractual agreement, however, nor does it create any legally enforceable rights or duties. Rather, partnering seeks to create a new cooperative attitude in completing government contracts. To create this attitude, each party must seek to understand the goals, objectives and needs of the other—their ‘win’ situation—and seek ways that these objectives can overlap.
- **Performance Assessment.** A process that measures success towards achieving defined performance objectives or goals defined within the performance thresholds in the services summary or the process of assessing progress towards achieving the objectives/goals developed in a performance plan or partnering agreement.

- **Performance Management.** The use of performance measurement information to effect positive change in organizational culture, systems and processes, by helping to set agreed upon performance goals, allocating and prioritizing resources, informing managers to either confirm or change current policy or program directions to meet those goals, and sharing results of performance in pursuing those goals.
- **Performance Plan (PP).** Prescribes the objective in having the services, the goals of the multi-functional team, team members and their roles and responsibilities (to include the Contractor performing the service) and how the multi-functional team will assess Contractor performance and manage the contract to obtain efficiencies, improved performance, and cost savings throughout its lifecycle.
- **Portability.** The effort required to modify the program to run in a new hardware or software environment.
- **Price.** The amount to be paid by the Government for products or services.
- **Realism.** The proposal price is realistic for the work to be performed, reflects a clear understanding of requirements, and is consistent with the unique method of performance described in the Offeror's proposal.
- **Reasonableness.** A price is reasonable if, in its nature and amount, it does not exceed the price that would be incurred by a prudent person in the conduct of competitive business.
- **Reliability.** The extent to which the program can be expected to properly perform its intended functions without failing.
- **Reusability.** The extent to which all or part of the program can be used in other application.
- **Robustness.** The degree to which the program continues to function correctly when presented with invalid inputs or unanticipated conditions.
- **Service Delivery Summary.** The table included in every Performance Based Statement or Work, in accordance with AFI 63-124 that identifies the performance objective, performance threshold, and method of assessment.
- **Software Maintenance.** All patches, enhancements, upgrades, and new software releases (new versions). Additionally, this maintenance includes all services necessary to ensure the vendor's product is JFMIP qualified, free from defects in engineering, undocumented features, and software anomalies.
- **Sustainment.** Ongoing operational support ensures system performs consistently. This phase performs a cyclical process of revisiting Blueprinting, RICE, Transition/Cutover and Go-live phases to correct all deficiencies found in the system during production. The Help Desk executes the processes, plan and guidance defined in the Go-Live phase. Ongoing operational support and monitoring of operations, problem trend analysis, training, testing, and benefit realization are performed. (Because V1.1 is a Technology Demonstration, the

Government does not consider “sustainment” to begin until approval from the Full Deployment Decision Review (FDDR) process.

- **System boundary.** An imaginary line drawn around a system and its components for the purpose of identifying entities that are ‘internal’ and entities that are ‘external.’
- **System user interface.** A quasi-external entity; for purposes of identifying interfaces, a user interface is considered inside the system boundary; a person-to-machine interface.
- **Testability.** The effort required to test the program to ensure that it performs its intended functions.
- **Traceability.** The ease of establishing connections between the program’s requirements, design, code, and tests.
- **Then-Year (TY) Dollars.** Dollars that have been escalated into the time period of the performance of the contract. They are sometimes referred to as “escalated dollars” or ‘inflated dollars.’
- **Understandability.** The degree to which someone unfamiliar with the system can comprehend its architecture as well as individual programs.
- **Usability.** The effort required to learn, use, prepare input for, and interpret the output of the program.



### 3.2 APPENDIX B – KEY POLICIES AND GUIDANCE DOCUMENTS

**A. General Information.** The Contractor shall ensure requirements in this PWS are accomplished in accordance with the latest version of the following documentation if it does not impact cost and delivery schedules or if a conflict does not arise in implementation of the new procedures. If any of the preceding conditions occur, a written evaluation, along with specific backup data and estimated cost data for those changes that impact the Contractor's performance shall be provided to the PCO within ten (10) workdays after receipt of an updated publication. The Contractor shall not incorporate these publication changes until approved by the PCO. In the event there are conflicts between two or more referenced documents, the Contractor shall provide written evaluation, along with specific backup data to the PCO within ten (10) workdays after knowledge of the conflict. Resolution of the conflict will be provided by the PCO. In addition, the Contractor shall immediately implement those publication changes that result in no change in contract price or delivery or have no conflicts. The Contractor shall be aware that only those military, federal, and Contractor specifications cited in Section II, down to and including the equipment and product specifications and their first-tier references, shall be mandatory for use and that lower tier references are for guidance only and will not be contractually binding unless raised to the direct site level.

**Note:** SD-21 - Listing of Specifications and Standards Mandated for use by Public Law or Regulations - This information is intended for guidance only. Users must consult the actual Public Law or Government regulation in order to determine the applicability of a specification or standard and whether a waiver process exists to exempt mandatory use of a specification or standard. For the waiver status see MilSpec Reform Results.

#### B. Department of Defense (DoD) Specifications

(DoD Specifications can be access through the ASSIST Quick Search web site:

<http://assist.daps.dla.mil/quicksearch/> )

Publication Number	Title	Basic Date	Latest Chg Number	Latest Chg Date
None	N/A	N/A	N/A	N/A

#### C. DoD Standards

(DoD Standards can be access through the ASSIST Quick Search web site:

<http://assist.daps.dla.mil/quicksearch/> )

Publication Number	Title	Basic Date	Latest Chg Number	Latest Chg Date
MIL-STD-961E	Department of Defense Standard Practice for Defense Specifications	01 Aug 2003	N/A	N/A
MIL-STD-973	Configuration Management	Obsolete (Reference Only)	N/A	N/A

DODD 5200.1-R	Information Security Program	Jan 1997	N/A	N/A
DODD 5200.2 R	Personnel Security Program	Jan 1987	Change 1	12 Feb 1990
DODD 5200.2 R	Personnel Security Program		Change 2	14 Jul 1993
DODD 5200.2 R	Personnel Security Program		Change 3	23 Feb 1996
DODD 5220.22-M Supplement 1	National Industrial Security Program Operating Manual Supplement	Feb 1995	N/A	N/A

#### D. Other Government Publications

DoD Documents can be accessed at: <http://www.dtic.mil/whs/directives/>.

Air Force Documents can be accessed at: <http://afpubs.hq.af.mil/pubs/majcom.asp?org=AF>.

HQ AFMC Documents can be accessed at: <https://www.afmc-mil.wpafb.af.mil/pdl/afmc/>.

Technical Orders that are available on the web can be accessed at:

<http://www.pdsm.wpafb.af.mil/toprac/to-syste.htm>.

Forms can be accessed at:

DoD - <http://web1.whs.osd.mil/icdhome/formtab.htm>.

DoD Forms Index can be accessed at: <http://www.dior.whs.mil/icdhome/FormsIndex.pdf>.

Air Force - <http://www.e-publishing.af.mil/forms/majcom.asp?org=AF>.

HQ AFMC - <https://www.afmc-mil.wpafb.af.mil/pdl/afmcforms/formindx.htm>.

AFMC Forms Index can be accessed at:

<https://www.afmc-mil.wpafb.af.mil/pdl/afmc/ind/09/AFMCI-9.pdf>.

OPM - <http://www.opm.gov/forms/>

OC-ALC - <https://wwwmil.tinker.af.mil/tafbforms/docs/htm/ocforms.htm>.

GSA -

[http://www.gsa.gov/Portal/content/offerings\\_content.jsp?contentOID=116369&contentType=1004&P=1&S=1](http://www.gsa.gov/Portal/content/offerings_content.jsp?contentOID=116369&contentType=1004&P=1&S=1)

#### D.1 Air Force Instructions (AFI)

Publication Number	Title	Basic Date	Latest Chg Number	Latest Chg Date
AFI 31-401	Information Security Program Management	01 Nov 2001	N/A	N/A
AFI 31-501	Personnel Security Program Management	01 Aug 2000	N/A	N/A
AFI 33-110	Data Administration Program	01 Jan 1997	N/A	N/A
AFI 33-112	Computer Systems Management	25 Feb 2001	N/A	N/A
AFI 33-119	Electronic Mail (Email) Management and Use	01 Mar 1999	N/A	N/A

AFI 33-202	Computer Security	30 Aug 2001	N/A	N/A

## D.2 Military Handbook (MIL HDBK)

Publication Number	Title	Basic Date	Latest Chg Number	Latest Chg Date
MIL_HDBK-88 1	Work Breakdown Structure	2 Jan 1998	N/A	N/A

**E. Industry Publications** The Contractor shall ensure requirements in this PWS are accomplished IAW the following industry publications:

(American National Standard Institute (ANSI) documents can be located at:

<http://www.ansi.org/>.

ANSI Search Engine can be accessed at: <http://www.ansi.org/public/search.asp>.

NSSI Search Engine can be accessed at: <http://www.nssn.org/>.

ANSI Electronic Standards Store can be accessed at:

<http://webstore.ansi.org/ansidocstore/default.asp>.)

Publication Number	Title	Basic Date	Latest Chg Number	Latest Chg Date
ISO/ANSI/ASQC Z1.4-1993	International Standards Organization (ISO)/American National Standards Institute (ANSI)/American Society for Quality Control (ASQC)	1993	N/A	N/A
IEEE Standard 1028	Standard for Software reviews	Current	N/A	N/A
IEEE/EIA Standard 12207	Software Life cycle Process-Life cycle Data	Current	N/A	N/A

## F. EFINANCE, LEAVEWEB AND FMSUITE Documents

The following publications shall apply under this PWS. Additional industry documents and other guidance may be specified.

- DITSCAP/DIACAP
  - Air Force System Security Instructions (AFSSI) (Reference Paragraph 3.7.4)
  - Air Force Systems Security Memorandums (AFSSM) (Reference Paragraph 3.7.4)
- National Defense Authorization Act, FY03, FY04, FY05, and later.

**G. Security Guidance Publications**

<b>Security Guidance</b>		
<b>Reference</b>	<b>Title</b>	<b>Date</b>
Public Law (P.L.) 93-579	Privacy Act of 1974	May 2004
P.L. 104-106	Clinger-Cohen Act of 1996	10 February 1996
P.L. 107-347	E-Government Act of 2002 <ul style="list-style-type: none"> <li>Title III, Federal Information Security Management Act (FISMA)</li> <li>Title II, Sec 208, Privacy Provisions</li> </ul>	17 December 2002
Office of Management and Budget (OMB) Circular A-130	<ul style="list-style-type: none"> <li>Appendix I, Federal Agency Responsibilities for Maintaining Records About Individuals</li> <li>Appendix III, Security of Federal Automated Information Resources</li> <li>Appendix IV, Analysis of Key Sections</li> </ul>	28 November 2000
Federal Information Processing Standards (FIPS) Publication 140-2	Security Requirements for Cryptographic Modules	1 May 25
National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 11	National Policy Governing the Acquisition of Information Assurance (IA) and IA-Enabled Information Technology (IT) Products	June 2003
DoD Directive (DoDD) 5200.1	DoD Information Security Program	13 December 1996.
DoDD 5000.1	The Defense Acquisition System	12 May 2003
DoD Instruction (DoDI) 5000.2	Operation of the Defense Acquisition System	12 May 2003
DoD 5200.1-M	Acquisition Systems Protection Program	16 March 1994
DoD 5200.1-H	Department Of Defense Handbook For Writing Security Classification Guidance	1 November 1999
DoD 5200.1-R	DoD Information Security Program	14 January 1997
DoDD 5200.2	DoD Personnel Security Program	9 April 1999

Security Guidance		
Reference	Title	Date
DoD 5200.2-R	Personnel Security Program	1 January 1987
DoDD 5220.22	National Industrial Security Program	1 December 2006
DoDD 8500.01E	Information Assurance (IA)	23 April 2007
DoDI 8500.2	Information Assurance (IA) Implementation	6 February 2003.
DoDI 8510.01	DoD Information Assurance Certification and Accreditation Process (DIACAP)	28 November 2007
DoDI 8520.2	Public Key Infrastructure (PKI) and Public Key (PK) Enabling	1 April 2004
DoDD O-8530.1	Computer Network Defense	8 January 2001, <b>FOUO</b>
DoDI O-8530.2	Support to Computer Network Defense (CND)	9 March 2001, <b>FOUO</b>
DoDI 8551.1	Ports, Protocols, and Services Management (PPSM)	13 August 2004
DoDI 8552.01	Use of Mobile Code Technologies in DoD Information Systems	23 October 2006
DoDD 8570.1	Information Assurance Training, Certification, and Workforce Management	15 August 2004
DoD 8570.01-M, 19	Information Assurance Workforce Improvement Program	December 2005
DoDI 8580.1,	Information Assurance (IA) in the Defense Acquisition System	9 July 2004
Defense Accounting Finance Service (DFAS) 7900.4G	“Blue Book” / A Guide to Federal Requirements for Financial Management Systems	February 2005
Chairman Joint Chiefs of Staff Instruction (CJCSI) 6510.01E	Defense-In-Depth: Information Assurance (IA) And Computer Network Defense	15 Aug 2007
Chairman Joint Chiefs of Staff Manual CJCSM 6510.01E	Defense-In-Depth: Information Assurance (IA) And Computer Network Defense	14 Mar 2007, <b>FOUO</b>
ASD(NII)/DoD CIO	IPv6 Transition Plan memorandum	16 August 2005
DoD CIO, Internet Protocol Version 6 (IPv6)	A Key to Net-Centric Operations	16 May 2006
Air Force Program Directive (AFPD) 33-2	Information Assurance	19 April 2007
AF Instruction (AFI) 10-208	Continuity of Operations Program	1 September 2000

Security Guidance		
Reference	Title	Date
AFI 31-401	Information Security Program Management	1 November 2005
AFI 31-501	Personnel Security Program Management	27 January 2005
AFI 31-601	Industrial Security Program Management	22 November 2000
AFI 31-701	Program Protection Planning	18 February 1994
AFI 33-114	Software Management	13 May 2004
AFI 33-119	Air Force Messaging	24 January 2005
AFI 33-129	Web Management & Internet Use	3 February 2005
AFI 33-137	Ports, Protocols, and Services Management	31 January 2006
AFI 33-202v1	Network and Computer Security	3 February 2006
AFI 33-202v6	Identity Management	23 May 2005
AFMAN 33-223	Identification and Authentication	29 July 2005
AFI 33-332	Privacy Act Program	29 Jan 2004
AFI 33-364	Records Disposition – Procedures and Responsibilities	22 December 2006

**3.3 APPENDIX C – CDRL MATRIX**

<b>CDRL NUMBER</b>	<b>CDRL NAME</b>	<b>PWS Paragraph</b>	<b>Frequency</b>
A001	Integrated Management Plan	1.4.1.1, 1.4.1.2, 1.12.1	Deliver w/proposal; Updated as necessary
A002	Transition/Cutover Plan	1.4.1.3.7, 1.4.1.3.7.1	Deliver w/proposal; Updated as necessary
A003	Technical Studies and Analysis Reports	1.4.1.3.8.1	As Required
A004	Monthly Program Progress Report (MPPR)	1.4.1.1, 1.4.1.3.2, 1.4.1.3.3, 1.4.1.3.4, 1.4.1.3.5	Monthly on 5 <sup>th</sup> working day
A005	Software Development Plan	1.4.1.3.11	With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released With each “build” or release
A006	Software Requirements Specifications (SRS)	1.4.1.3.11	With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A007	Software Development Document (SDD)	1.4.1.3.11	With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A008	Preliminary Design Document (PDD)	1.4.1.3.11	With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A009	Software Test Plan (STP)	1.4.1.3.11, 1.4.4	With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A010	Software Test Descriptions (STD)	1.4.1.3.11	With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A011	Software Test Report (STR)	1.4.1.3.11, 1.4.4	With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A012	Software Version Document	1.4.1.3.8.2, 1.4.1.3.10, 1.4.6	With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released

<b>CDRL NUMBER</b>	<b>CDRL NAME</b>	<b>PWS Paragraph</b>	<b>Frequency</b>
A013	System Administrator's Manual	1.4.6	With each "build" or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A014	Training Manual	1.4.3.1.6, 1.4.6	With each "build" or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A015	Contract Work Breakdown Structure	1.4.1.3.1	Deliver w/proposal; Updated as necessary
A016	EFINANCE, LEAVEWEB AND FMSUITE Executive Summary	1.4.1.3.8.3	Delivered 90 days after contract award and as required
A017	Computer Software Product End Items	1.4.1.3.8.2	With each "build" or versions of EFINANCE, LEAVEWEB AND FMSUITE software released
A018	EFINANCE, LEAVEWEB AND FMSUITE Program Metrics	1.4.1.3.4	Monthly on 5 <sup>th</sup> working day
A019	Release Instructions	1.4.1.3.11	With each "build" or version of EFINANCE, LEAVEWEB AND FMSUITE software released
A020	Meeting Minutes/Agenda	1.4.1.3.6.1	As required
A021	Briefing charts	1.4.1.3.6.2	As required
A022	Software Quality Assurance Plan (SQAP)	1.4.1.3.15.3	As required
A023	Quality control Plan (QCP)	1.4.1.3.15.3.1	As required
A024	Software Configuration Management Plan (SCMP)	1.4.1.3.15	As required
A025	Integrated Management Schedule	1.4.1.3.3	Deliver w/proposal; Updated as necessary



**3.4 APPENDIX D – GENERAL SECURITY DOCUMENTS**

<b>General Security Requirements</b>	
<b>Req #</b>	<b>Capabilities</b>
1	The program shall provide a process for granting system access to new users and the capability to measure the time from submission request to system access.
2	The system shall provide fine-grained, roles-based access control to manage functional access (e.g., system universes, transactions, approval authorities) and data access (i.e., create, read, update, delete) by users' assigned: <ul style="list-style-type: none"> <li>• User ID</li> <li>• Functional role</li> <li>• Organization</li> </ul>
3	The systems shall enable the definition of access rules based on any combination of User ID, Functional Role, and Organization attributes, to include User ID and Organization
4	The systems shall meet or exceed Federal, DoD, and AF security requirements necessary to successfully attain certification, accreditation, and connection authority, per the DIACAP process.
5	The systems shall be unclassified at all times.
6	The systems shall be capable of protecting electronically stored, sensitive data/information, both in transit through the network and at rest.
7	The systems shall provide the capability for DoD Public Key Infrastructure (PKI) signed transactions to enforce confidentiality, integrity, and non-repudiation.

**3.5 APPENDIX E – SERVICE DELIVERY SCHEDULE**

1	1.4.1.36.14.1.2 1.4.1.3.14.1.3, 1.4.1.3.14.2.1	Plan and develop technical solution and ROM for CRs and DRs	<ul style="list-style-type: none"> <li>- No more than 2 revisions per delivery caused by contractor oversight/error</li> <li>- All products delivered within pre-determined schedule 100% of the time</li> <li>- Revisions returned to the PMO IAW CDRL requirements</li> </ul>	100% Inspection / 100% Inspection / PM reviews ROM / CR Proposals  Failure to meet performance threshold may result in a 2% holdback on the invoice.
2	1.4.1.3.14.1.3	Complete technical solution delivered for DRs	<ul style="list-style-type: none"> <li>- Less than 2% of DRs need to be re-addressed. The remaining 98% need to pass inspection defect free.</li> <li>- All CAT I &amp; 2 DRs are addressed within time frame outlined in PWS 100% of the time</li> <li>-Revisions returned to the PMO IAW CDRL requirements</li> </ul>	100% Inspection / 100% Inspection / PM reviews and approves DR closure  Failure to meet performance threshold may result in a 2% holdback on the invoice.

<b>3</b>	<b>1.4.1.3.14.1 .2</b>	Complete technical solution delivered for CRs	<ul style="list-style-type: none"> <li>- Less than 2% of CRs need to be re-addressed. The remaining 98% need to pass inspection defect free.</li> <li>- All CRs are delivered within schedule 100% of the time</li> <li>- All CRs are delivered within cost 100% of the time</li> <li>- Revisions returned to the PMO IAW CDRL requirements</li> </ul>	100% Inspection / 100% Inspection / PM participates in Customer Acceptance Test Failure to meet performance threshold may result in a 2% holdback on the invoice.
<b>4</b>	<b>1.16 And paras referenced by PWS</b>	All CDRLs are delivered on schedule with minimum or no corrections required	<ul style="list-style-type: none"> <li>- No more than 2% rejected per PoP. The remaining 98% need to pass inspection defect free.</li> <li>- Rejected documentation is returned within timeframe outline per CDRL 100% of the time</li> </ul>	100% Inspection / 100% Inspection / PM reviews and approves acceptance of all CDRLs Failure to meet performance threshold may result in a 2% holdback on the invoice.
<b>5</b>	<b>1.4.6</b>	Train the Trainer Training and training materials provided in a quality manner	<ul style="list-style-type: none"> <li>- All Training is conducted in a satisfactory or higher manner as outlined in PWS 90% of the time</li> </ul>	100% Inspection / 100% Inspection / PM reviews student feedback forms following each training session Failure to meet performance threshold may result in a 2% holdback on the invoice.

6	1.4.7	Help Desk responsiveness is efficient and effective.	90% of Customers are satisfied with Help Desk response. No more than 10% of the customers are dissatisfied. Closure and notification within timeframe outlined in PWS	100% Inspection / PM reviews in the Monthly Program Performance Report Response satisfaction will be measured with a periodic survey. Failure to meet performance threshold may result in a 2% holdback on the invoice.